



SPECIAL ISSUANCE AGENCY

The U.S. Department of State, Bureau of Consular Affairs

SPRINGTIME IS COMING– BUSY SEASON IS FAST APPROACHING!

2014 is already roaring by and in just a few months the Special Issuance Agency will be filled to the brim with passport and visa applications. Spring and summer always bring a formidable work load, and agents should encourage customers to have their travel documents well in advance of any trip. In order to beat the oncoming rush, and allow adequate processing time, completed passport and visa applications should be sent in as soon as the travel need is identified. If anyone in your agency has a looming spring or summer travel date, please send us their applications **now**. Applying early is the safest and easiest way to avoid delays!

NEW PASSPORT FORMS

Many DOD passport acceptance facilities recently received new passport forms by mail in bulk. Keeping this in mind, we remind all DOD acceptance agents that the electronic forms (with the 2D barcode) are always to be used and can be accessed by agents and applicants at Travel.State.Gov. Having the paper forms is a good backup, but facilities should not be substituting the 2D barcode forms for paper forms, unless systems are inaccessible.

DOD, SPRING 2014

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If my agency/office is based here in Washington, DC, do I still have to send our applications to the mailing address in Dulles, VA?

YES. We do not receive direct mail to SIA, and if you send your packages to our physical address in DC, there is no guarantee that we will get them in a timely manner, or receive them at all. If you are based in DC and don't want to mail your packages to our Dulles address, you can use a courier to drop off and pick up your applications and passports. Otherwise, please send your packages to:

CA/PPT/SIA
1125 Special Place
Dulles, VA 20189-1125



WHAT PASSPORT AGENTS REALLY NEED TO KNOW

10 HELPFUL REMINDERS FOR AGENTS THAT WILL HELP US PROCESS APPLICATIONS QUICKLY AND EFFICIENTLY.

Please reference the [Foreign Clearance Guide \(FCG\)](#) and [Passport Agent's Reference Guide \(PARG\)](#) for more detailed guidelines.

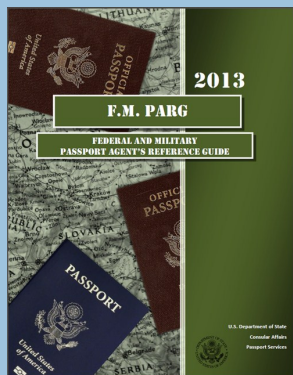
- 1** Now that you have your newly issued **Agent Identification Numbers**, it's important to remember not to share this information or let other agent use this number.
- 2** If you have an application that needs to be expedited, then a separate expedite letter, signed by authorized personnel, has to accompany the application packet.
- 3** In order to obtain a no-fee official passport, proof of imminent travel has to be submitted with the application. This means that all DOD applications must submit a DD-1056 with specific locations and dates of travel.
- 4** It is now required that copies of transmittals be held under lock and key at passport facilities, and the records should span 24 months. This guide can be found on page 40 of the FM PARG.
- 5** If a package of family members is sent together, each dependent needs their own copy of orders, any memos or letters of authorization, and DD-1056. Please make sure that all applications have these documents.
- 6** All Stateside DOD applications need 3 copies of the DD-1056. Overseas DOD applications require at least one copy of the DD-1056. Official passport applications that come in through embassies need at least one copy of the DD-1056 as well.
- 7** Passport photos must be attached to the application **before the oath is administered** to the applicant. Do not send applications without attached photos or the applications will be suspended.
- 8** A passport agent's new Acceptance Agent Number has to be on any DD-1056 that is sent in to SIA. It is important to provide all necessary information on the DD-1056. At this time the Agent Facility Number is not required.
- 9** Double sided (printed on front and back) passport applications are not to be used when submitting applications to SIA. If an application is front and back, the agent must make a copy of the back page and include it in the application packet.
- 10** If more than one applicant is listed on a memo or letter of authorization, then a copy of that memo has to accompany each individual application.



SIA was part of the team!

The Special Issuance agency did its part in the 2014 XXII Olympic Winter Games in Sochi, Russia. We may not be the world class athletes, but we helped presidential delegates and athletes get to Russia by helping them gain passports and visas as quickly and efficiently as possible. Congratulations team USA!

ACCEPTANCE FACILITY OVERSIGHT INSPECTONS



The Acceptance Facility Oversight program (AFO) is responsible for oversight of the Federal and Military Passport Application Acceptance Program, and for inspections of all designated Federal and Military Passport Application Acceptance Facilities, whether in the United States, its territories, or abroad. Acceptance Facilities are inspected every two years, with more frequent follow-up inspections as needed. AFO measures adherence to program regulations and tracks the performance of facilities in relation to the FM PARG. AFO inspections are not conducted on a surprise basis, but rather scheduled in advance with your passport offices Head of Facility. Remember to review your FM PARG to ensure compliance with passport requirements and please do not hesitate to contact the Customer Service Team at the Special Issuance Agency for questions regarding passport requirements at CA-PPT-SIA-CS@state.gov.

TRAINING CALENDAR

In order to sign up for a 2014 Passport Acceptance Agent Training class, please go to the Passport Matters website and click on the 'Training' tab. From here you are able to:

- See training dates and locations
- Check the status of a class to see if it's available or closed.
- Gain access to the Registration Portal
- Find the LSW Training Representative's contact information.

Please remember that refresher training is REQUIRED EVERY 2 YEARS.

UPDATING COMPLIANCE FORMS!

Many facilities have just undergone the process of filling out and submitting compliance forms. Remember this form must be filled out anytime passport personnel changes (i.e. new agents, retirements, etc.) at your facility. This will ensure that our records contain the most up to date information about your facility and the agents that operate it. If there are not personnel changes, then this form needs to be submitted annually. Should you have any questions concerning your facility's compliance or any other passport policy, it is best to start at the Passport Matters website. This site keeps passport agents informed with changes, requirements, and announcements in order for them to operate with the most recent information.

CONTACT SIA

NEW PHYSICAL ADDRESS
600 19th Street NW
Washington, D.C.

Public Hours: 9:00-4:00 EST
Monday thru Friday

202) 955-0198
travel.state.gov/

Communications (General Questions)

CA-PPT-SIA-Passports@state.gov

Customer Service

CA-PPT-SIA-CS@state.gov

Visas

CA-PPT-SIA-Visa-Unit@state.gov

Mailing Address:

CA/PPT/SIA
1125 Special Place
Dulles, VA 20189-1125

THE NEW FACES OF SIA

Dana Hill joined SIA in November of last year as a Passport Support Associate. Dana grew up in Maryland and graduated from Wilson College with a degree in Sociology. She is new to the Department of State but looks forward to expanding her knowledge of world travel and culture.

Rochelle Mozee joined SIA in December of last year as a Passport Support Associate. Rochelle is a native Washingtonian who loves the diversity of her city. She has experience in government work with the FDA and is excited to start a growing career in the State Department.

Denise Ferrufino joined SIA in December of last year as a Passport Support Associate. She was born in Virginia but grew up in El Salvador which naturally sparked an interest in other cultures. She graduated from George Mason University with a degree in Global Affairs and it is her dream to work for the State Department to gain knowledge and experience in dealing with a multitude of different countries and cultures.

Matthew Guevara joined SIA in mid 2013 as a passport specialist. He's originally from Long Island, NY, and spent nearly 5 years as an officer in the Army. He completed his Masters at the University of Texas and wants to start a rewarding career in public service here at SIA. His goal is to continue learning and grow in a positive and rewarding environment.



The newly improved Bureau of Consular Affairs Website

The U.S. Department of State's Bureau of Consular Affairs is pleased to announce the redesign of its official website: Travel.State.Gov (TSG). The newly redesigned site uses the same URL, Travel.State.Gov, but the overall look and feel is very different. The new TSG is based on the needs of our users, making it more user-friendly and easier to navigate. If you have any questions about the new site, please do not hesitate to contact us.



FRAUD ALERTS

SIA has seen an increase in cases where an agent has executed a DS-11 application without the applicant being in the facility. This is unacceptable in any case. According to Title 22, Chapter 4, of the U.S. Code "If the applicant has not previously been issued a United States passport, the application shall be duly verified by his oath before a person authorized and empowered by the Secretary of State to administer oaths." If you do not recite the oath to the applicant on a DS-11 passport application, you are in direct violation of the U.S. Code. This is grounds for immediate shutdown of your facility.

BE OUTSTANDING IN YOUR FIELD: CONSULAR AFFAIRS LEADERSHIP TENET

COMMUNICATE

Help others understand the mission and their role in accomplishing it. Listen actively to each other's concerns and encourage innovation in consular work by listening intently for suggestions.

FROM THE DESK OF SARAH SCHUMACHER, Passport Specialist

- Originally from Cleveland, OH
- Sarah served in the Peace Corps before making her way to SIA. She started her bout in civil service in July 2013.
- Sarah enjoys traveling, Ultimate Frisbee, reading, and yoga.
- Her inspiration to join SIA was the chance to help people through a process that can be difficult without guidance.
- Her work philosophy is to work hard and staying focused on goals in order to gain a real sense of accomplishment. But she also feels that keeping positivity and fun in the workplace is important too.
- Tips for passport acceptance agents? Please make sure that all letters of authorization contain ample contact information for the passport agent and an original signature.